



Prilink



AgentNTA

for Contact Center AI Transformation

AgentNTA for Contact Center AI transformation



01 Quality Assurance

Contact Center (CC) is an operation that agents, customers, omnichannel routing and CRM interact as network endpoints. As network traffic mirrors CC operation, AgentNTA providing around-the-clock network metadata is ideal for **quality assurance**. Business can independently validate omnichannel connectivity, employee workload telemetry, business peak hours, customer IP and phone number, routing performance and CRM synchronization to customer interactions.



02 Agility & Collaboration

AgentNTA tracks up to 1M IP sessions simultaneously at 20Gbps using a small HW consuming only 30W, 5Gbps-C5N.xlarge-AWS or 2.5Gbps-Win11. Unfiltered observability provides network clarity. It elevates the **agility** of CC in response to network degradation and endpoint traffic anomalies. Also unbiased network metadata facilitates the **collaboration** between CC and vendors, reducing the time to resolve intermittent problems hurting CX, such as poor voice quality, unresponsive CRM and erroneous agent states.



03 Turn data to BI

AgentNTA provides network metadata as text files that are easily readable. These file correlate to the CC operation for the last 30 days and contain timestamp, endpoints of IP and SIP connections, WebRTC and VOIP quality, domain names, caller namesplay, etc. These files make it simple for GenAI to turn data into **BI** using dashboards and telemetries in a matter of few minutes. Taking it a step further, CC can integrate the **BI** with Agentic AI to automate tasks that transform CC Quality Assurance, Agility and Collaboration

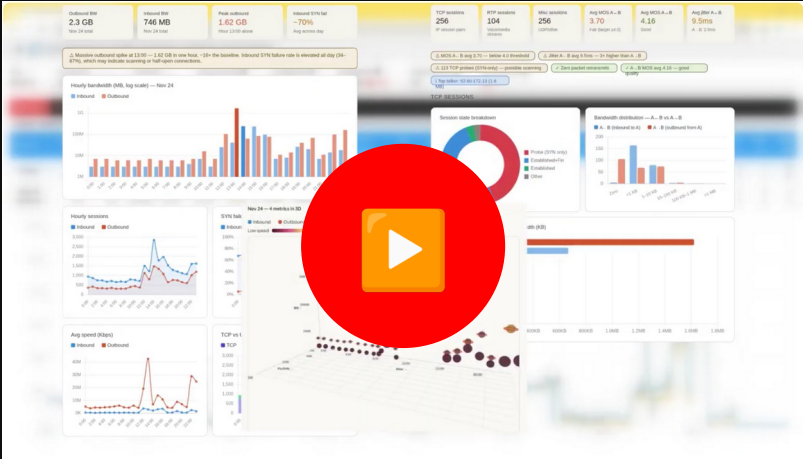
Network Metadata as an AI Training Asset

In a digital economy, everything goes through the network, including contact center agents, customers, and software applications.

Network metadata from AgentNTA provides an excellent, unbiased dataset to train AI models that deliver actionable insights about contact center operations.

Watch: Network Metadata → Actionable AI Insights

This video demonstrates how to transform BI-agent.net network metadata into actionable insights using AI tools.



The video player displays a dashboard with various network performance metrics and charts. A large red play button is centered over the video. The dashboard includes:

- Summary cards for Collected Size (2.3 GB), Ingested Size (746 MB), Peak Collected (1.62 GB), and TCP Retention (-70%).
- Hourly bandwidth (MB, log scale) bar chart.
- Hourly sessions line chart.
- Application (APP) bar chart.
- TCP Retention line chart.
- Session state breakdown donut chart.
- Bandwidth distribution bar chart.
- IP Address (IP) bar chart.
- 3D scatter plot of network data.

YouTube Video

Network Metadata to AI Insights

<https://www.youtube.com/watch?v=GURKKEeROz8>

Streamline WFM with Network Intelligence

Network traffic and agent activities are highly correlated. AgentNTA network metadata can assist with Workforce Management (WFM) by transforming agent workload and time references into unified network data.

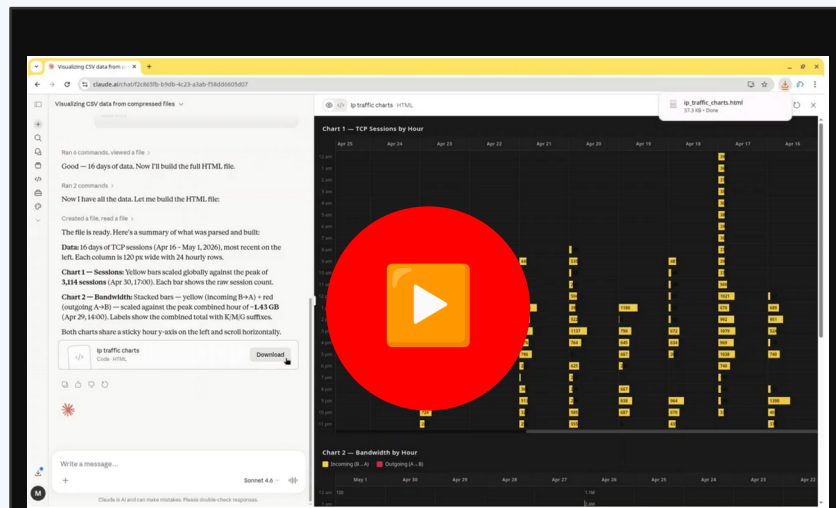
Scheduling

Compliance

Quality Assurance

Watch: Claude AI + Network Metadata for Contact Center WFM

This video shows how to use Claude AI with BI-agent.net metadata for contact center workforce management.



YouTube Video

Claude AI for Contact Center WFM

<https://www.youtube.com/watch?v=AYI3cqdyo2k>

Simple Implementation

AgentNTA uses VXLAN to mirror traffic to a single collection point from multiple agents or VMs. The same process for AWS, Google Cloud, or any provider, without using the provider's portal or API, and without interfering with regular traffic.

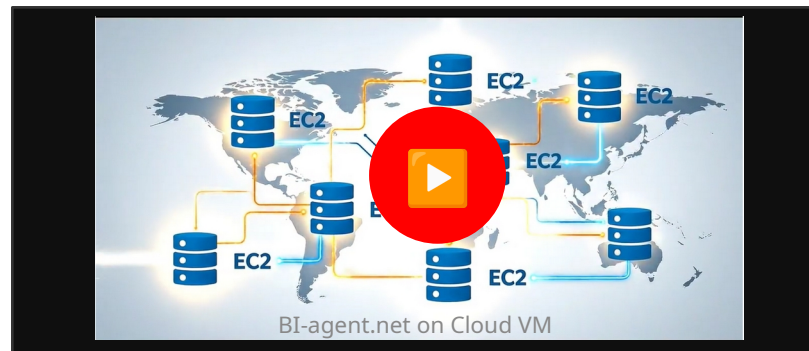
Windows PC Agent



How to implement BI-agent.net for an agent on a Windows PC

<https://youtu.be/NhABXx1juV0>

Cloud VM (AWS / GCP)



How to implement BI-agent.net for a VM in the cloud

<https://www.youtube.com/watch?v=2QgY2ZER7rE>

Why Our Metadata Stands Apart



Independent and Trustworthy

Our Metadata comes straight from the network layer. It cannot lie, has no bias, and reflects the unfiltered reality of your agent activities. No inference, no interpolation: just raw network truth.



Inexpensive to Gather

A minimal hardware and software footprint is all it takes. AgentNTA collects rich, multi-dimensional metadata without expensive infrastructure, proprietary agents, or complex integrations.



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AgentNTA

aws marketplace

Thank You

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